



Parker Jewish Institute
HEALTH CARE AND REHABILITATION

COVID-19 Update from Parker Jewish Institute

Wednesday, April 29, 2020

Dear Parker Families,

I write to you today to tell you about some exciting and important developments, at the Parker Jewish Institute, that aim to even better serve our residents and you.

First, as you might imagine, among the highest priorities for the Parker Jewish Institute's Clinical Team, is continuing to monitor and develop new and improved methods for controlling the spread of COVID-19. We want you to know that starting this week, in accordance with new guidance from the New York State Department of Health, we are expanding our testing to all asymptomatic residents, which should significantly improve our ability to track and possibly contain COVID-19. The procedures by which we will conduct testing will be governed by the Department of Health guidance.

We also want you to know that we have invested in upgrades to our telephone system, so that the Family Call Center can better assist you on a daily basis. The new software will increase the efficiency of the system and lead to a more satisfying experience when you are trying to connect with your loved ones or a member of our care team. We are working to have these new telephone and software systems operational within the next two weeks.

Finally, we conclude with a request that will help all families get the answers they seek about updates on their loved one's health and wellbeing. For our families with multiple siblings, we respectfully request that one sibling become the designated party for contacting the Family Call Center, and in turn, then disseminate the information among other members of the family. Although we fully appreciate the anxiety this situation has caused, and the desire of all family members to receive updates directly, allowing one family member to be the point of contact will vastly improve our ability to provide timely information and greatly increase the amount of time we can spend providing direct care to our residents.

On behalf of the Parker Jewish Institute, we extend our sincere condolences, to those families in the community, who have lost a loved one, due to COVID-19.

Thank you.

Sincerely yours,

The Parker Community